

S/N 09/451,827

PATENT

Technology Center 2100

#6
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DEC 20 2001IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: SWARTZ ET AL. Examiner: UNKNOWN
Serial No.: 09/451,827 Group Art Unit: 2153
Filed: NOVEMBER 30, 1999 Docket No.: 8567.121US01
Title: A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN OPERATIONS ARCHITECTURE TO IMPLEMENT A LOCAL SERVICE MANAGEMENT SYSTEM

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on October 25, 2001.

By: Judith TessINFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(b))

Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed Form 1449 are brought to the attention of the Examiner.

This statement should be considered because it is submitted before the mailing date of a first Office Action on-the-merits. Accordingly, no fee is due for consideration of the items listed on the enclosed Form 1449.

In accordance with 37 C.F.R. § 1.98(a)(2), a copy of each document or other information listed on the enclosed Form 1449 is provided.

No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a reference has been thoroughly reviewed or that any relevance of any portion of a reference is intended.

Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached Form 1449, marked

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as being considered and initialed by the Examiner, to the undersigned with the next official communication.

Please charge any additional fees or credit any overpayment to Deposit Account No. 13-2725.

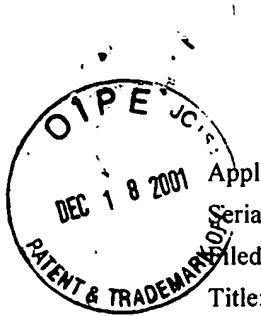


Respectfully submitted,

MERCHANT & GOULD P.C.
P. O. Box 2903
Minneapolis, Minnesota 55402-0903
612.332.5300

Date October 25, 2001

A handwritten signature in black ink, appearing to read "Natalie D. Kadievitch".
Natalie D. Kadievitch
Reg. No. 34,196
NDK:PSTjt



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By: Judith Tess

Commissioner for Patents
Washington, D.C. 20231

Sir:

We are transmitting herewith the attached:

- Transmittal Sheet in duplicate containing Certificate of Mailing
 Information Disclosure Statement, Form 1449, 5 Reference(s)
 Return postcard

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Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.
P.O. Box 2903, Minneapolis, MN 55402-0903
612.332.5300

By: Natalie D. Kadievitch
Name: Natalie D. Kadievitch
Reg. No.: 34,196
NKadievitch:PSTjt



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